

## Position Description

<b>Position Title:</b>	<b>Service Manager, Domestic and Family Violence (DFV) and Community Housing</b>
<b>Service Area:</b>	Senior Management
<b>Classification:</b>	<i>Social, Community, Home Care and Disability Services Industry Award 2010</i> Level 6.
<b>Location:</b>	3 Powell Lane, Charters Towers, Qld, 4820.
<b>Reporting To:</b>	Chief Executive Officer.
<b>Direct Reports:</b>	Domestic Violence Caseworkers, Elrose Housekeeping Attendant, Community Housing Officers.
<b>Issue Date:</b>	Monday 3 December 2018.

### Position Context

Prospect Community Services Ltd. is a non-profit organisation managed by a Board of enthusiastic, community minded people. The organisation endeavours to identify, promote and develop the interests and needs of the Charters Towers community through the provision of a diverse range of programs and services.

The Service Manager, Domestic and Family Violence (DFV) and Community Housing is responsible for leading and managing both the Domestic and Family Violence and Social Housing Programs.

### Position Purpose

The Service Manager, DFV and Housing will oversee the day to day operations of the Prospect Community Services Ltd. Domestic and Family Violence and Community Housing Programs.

### Position Responsibilities

The Service Manager is responsible and accountable for:

1. Managing and leading all aspects of the Prospect Community Services Ltd. Domestic and Family Violence and Community Housing programs, operations, and teams.
2. Facilitating 1:1 supervision sessions with team members.
3. Networking and building positive relationships with all stakeholders, including government departments.
4. Leading casework discussions and team meetings, and attending interagency meetings.
5. Maintaining privacy and confidentiality of all clients' sensitive information.
6. Reporting monthly to the Chief Executive Officer on program performance.
7. Managing, monitoring and remaining within the delegated budget.
8. Attending internal and external training as directed by the Chief Executive Officer.
9. Acting as a role model for all team members.
10. Maintaining and implementing Prospect community services Ltd.'s work health and safety risk management processes.

11. Complying with, and ensuring compliance with, all related legislation, regulations, standards, codes, guidelines, and quality frameworks.
12. Adhering to and implementing Prospect Community Services Ltd. policies, procedures, and guidelines.
13. Undertaking such other reasonable tasks, duties, and projects as instructed by Prospect Community Services Ltd.

### **Key Performance Measures**

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- Domestic and Family Violence and Community Housing team performance consistently meets organisational standards and requirements.
- Internal and external client service is consistently delivered to the required organisational level.
- 100% of individual supervision sessions are completed with program team members within required timeframes.
- Zero complaints about program-related confidentiality breaches are received by Prospect Community Services Ltd.
- Accurate Monthly Reports are submitted to the Chief Executive Officer in the required manner, form and timeframe.
- Accurate data is reported to relevant government departments in the required manner, form and timeframe.
- Organisational systems, policies, procedures, and guidelines are consistently implemented, managed, monitored, and complied with to ensure quality work performance and service delivery, and provision and maintenance of a safe and healthy work environment within area of control.

### **Organisational Relationships**

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**Internal:** Prospect Community Services Ltd. service areas and team members.

**External:** Government bodies, other stakeholders (including clients), community members.

### **Key Selection Criteria**

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#### **Qualifications and Experience**

- Tertiary qualification in Humanities, Social Work, Human Services or related discipline (desirable).
- Demonstrated experience (minimum two (2) years) in a management/supervisory role (essential).
- Demonstrated experience working with women and children experiencing Domestic and Family Violence (essential).
- Demonstrated experience working in Social Housing (essential).
- Knowledge of, or experience working in, the Not-For-Profit (NFP) sector (preferably in Health or Community Services) (essential).
- Demonstrated capacity to work autonomously (essential).

## Skills and Attributes

- Applied understanding of Health, Care and Community Services and relevant legislation, regulations, standards, and frameworks (including, but not limited to the: *Housing Act 2003 (Qld)*, *Domestic and Family Violence Protection Act 2012 (Qld)*, *Practice Standards for Working with Women Affected by Domestic and Family Violence*, and *Human Services Quality Framework (HSQF)*).
- Excellent verbal and written communication skills.
- High level interpersonal, influencing, negotiation and mediation skills.
- Ability to articulate and implement the Vision of Prospect Community Services Ltd.
- Demonstrated high level IT skills including familiarity with Microsoft Office products and CHINTARO Social Housing management software.
- Demonstrated ability to display a positive attitude.
- Ability to participate as an active team member.
- Empathy and commitment to improving clients' quality of life.
- Demonstrated ability to manage and lead team members consistently on a day to day basis.
- Demonstrated ability to provide constructive feedback to team members.
- Ability to consistently lead by example.

## Mandatory Requirements

- Current Queensland Driver Licence
- Possession of, or eligibility to obtain, a current, valid Blue Card Positive Notice (Working with Children check)
- Possession of, or eligibility to obtain, a current Yellow Card Prescribed Notice (Criminal History screening)
- (Pre-employment) National Criminal History Check / National Police Certificate.

## Performance Appraisal

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This position is subject to:

- Probationary performance appraisals at or before the end of each of the incumbent's second, fourth, and fifth months of employment; and
- Annual performance appraisals on the anniversary of employment.

## Note

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It is not the intention of this Position Description to limit the scope, responsibilities, or accountabilities of the position but to highlight its key aspects. These aspects may be altered in accordance with the changing requirements of the role.



**Certification**

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**Employee**

I hereby acknowledge that I have read, understood, and agree to comply with this Position Description. I accept all position requirements, including its responsibilities and key performance indicators which may be altered in accordance with the changing requirements of the role.

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Name	Signature	Date
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**Direct Supervisor**

I certify that this Position Description is an accurate representation of the current requirements of the role.

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Name	Position	Signature	Date
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